

United States Postal Service®

INDUSTRYALERT

USPS IT performed work this past weekend to upgrade system security, which resulted in some loss of system functionality. It is also in response to a cyber-intrusion into some of our information systems. You may see this in the news today.

The extent of the breach is somewhat limited. We have had some employee data compromised and some customer care data compromised. We are notifying our employees today and are providing resources for them.

The compromised call center data was submitted by customers who contacted the Postal Service customer care center with inquiries via telephone or email between January 1, 2014 and August 16, 2014. The compromised data consists of names, addresses, telephone numbers, email addresses and other information for customers who may have provided this information. At this time we do not believe that affected customers need to take any action as a result of this incident. It appears that no customer credit card or financial data was compromised.

We are investigating the intrusion and are working closely with all the agencies you would expect – the FBI, the Department of Justice, our own Inspector General and Postal Inspection Service, and the US Computer Emergency Readiness Team. Additionally, we have brought in outside experts who specialize in investigations and data systems to help us understand what happened and how to improve our security.

We have already implemented some important security measures over the weekend and we will continue to roll out other new security measures in the coming days and weeks.

As things currently stand, it is business as usual for nearly every aspect of our operations – Post Offices are functioning normally and mail and packages are being delivered as usual. We have posted Q&As and other information about this on usps.com.

Please visit us on the USPS [Industry Outreach](#) website.

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